



# FINANCIAL AND PROFESSIONAL SERVICES

## REAL-TIME INDUSTRY SUMMARY

### MARCH 2022

#### 2021 STATEWIDE LABOR ANALYSIS

There were more than 74,000 online job postings for the Financial and Professional Services industry from January 2021 to December 2021. The top occupation was *Customer Service Representatives*, making up 8.7 percent of total industry job postings for the time period.

**The employers with the most job postings were Wells Fargo, Edward Jones, Humana, MasterCard, and U.S. Bancorp.**

#### TOP ONLINE JOB POSTINGS

SOC Code	Description	Percent of total job postings	Average Annual Wage	
<b>Now - requires short-term on-the-job training, little to no experience, and/or a high school diploma</b>				
43-4051	Customer Service Representatives	8.7%	\$36,580	★
43-3071	Tellers	1.7%	\$30,050	
43-4171	Receptionists and Information Clerks	0.4%	\$29,930	
41-9011	Demonstrators and Product Promoters	0.4%	\$36,080	
53-7062	Laborers and Freight, Stock, and Material Movers, Hand	0.4%	\$33,360	★
<b>Next - requires a non-degree certificate, associate degree, apprenticeship, some experience, or moderate- to long-term training</b>				
41-4012	Sales Representatives, Wholesale and Manufacturing	8.3%	\$71,670	★
41-3021	Insurance Sales Agents	3.9%	\$63,110	
23-2011	Paralegals and Legal Assistants	1.5%	\$48,260	
43-6014	Secretaries and Administrative Assistants	1.2%	\$37,310	★
27-1026	Merchandise Displayers and Window Trimmers	1.1%	\$31,910	
<b>Later - requires a bachelor's degree or higher</b>				
15-1132	Software Developers, Applications	4.7%	\$96,530	★
15-1199	Computer Occupations, All Other	4.5%	\$85,570	
41-3031	Securities, Commodities, and Financial Services Sales Agents	3.6%	\$87,560	
11-9199	Managers, All Other	3.1%	\$119,710	
11-3031	Financial Managers	2.4%	\$139,040	

★ Denotes the top 10 occupations by total number of projected openings from 2018-2028 in Now, Next, and Later categories

#### EDUCATION AND TRAINING OPPORTUNITIES

Across the state there are numerous programs in many locations that train for occupations in the Financial and Professional Services industry. To find degree and certificate programs at an educational institution near you, visit **MoSCORES**, a tool designed to assist job seekers, students, career counselors, educators, and planners with a better understanding of training options and typical work outcomes of graduates, for traditional degree programs as well as noncredit credentials. In addition, there are U.S. Department of Labor Registered Apprenticeship programs for Financial and Professional Services occupations in Missouri. Visit **Apprenticeship Missouri** for more information.

# TOP SKILLS & CERTIFICATIONS

## TOP 10 BASIC SKILLS

- Communication Skills
- Teamwork / Collaboration
- Problem Solving
- Detail-Oriented
- Microsoft Excel
- Microsoft Office
- Organizational Skills
- Building Effective Relationships
- Research
- Planning

Several soft skills such as communication, teamwork, and problem solving ranked in the top 10 basic skills. Communication skills were requested in nearly one-half (45%) of the Financial and Professional Services job postings.

## TOP 10 SPECIALIZED SKILLS

- Customer Service
- Sales
- Customer Contact
- Project Management
- Scheduling
- Budgeting
- SQL
- Retail Industry Knowledge
- Product Sales
- Prospective Clients

Top requested specialized skills included customer service and sales.

## TOP 10 SOFTWARE SKILLS

- SQL
- Software Development
- Java
- Python
- Software Engineering
- Salesforce
- Oracle
- Scrum
- JavaScript
- Linux

Microsoft Office and its products such as Word, Excel, PowerPoint, and Access are the most requested software skills across all industries. Other skills requested in the Financial and Professional Services industry include SQL, software development, and Java.

## TOP 10 CERTIFICATES

- Driver's License
- Certified Public Accountant (CPA)
- Insurance License
- Insurance Agent Certification
- Property and Casualty License
- Series 7
- Life and Health Insurance License
- Registered Nurse
- Project Management Certification
- Life Insurance License

The top requested certificate was Driver's License, followed by Certified Public Accountant and Insurance License.

### Sources:

Emsi Burning Glass Technologies, 2020 Bureau of Labor Statistics OES wages, 2018-2028 Employment Projections

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